

## Frequently Asked Questions

- *Do these doors come standard on retail coolers?*

Styleline products can be purchased directly through Webstaurant or through one of many Walk-in panel manufacturers as a total package. Ask your Webstaurant agent today.

- *Are the doors universal? If a customer is looking to replace their current cooler doors, will the Styleline door replace any standard door model based on the size of the opening and the size of the door (i.e. Anthony doors, etc), or will they only replace the exact Styleline door model?*

Styleline has several options for remodeling your existing cooler. By providing your Webstaurant agent with your Net Cooler Opening (NCO), Styleline can recommend several viable options that ensures a successful remodel.

- *Do we need drawings from the customer if it is a new installation?*

As they say, “A picture is worth 1,000 words”. It is always helpful to review drawings for a new Jobsite. Plan view drawings work to see hinge swing, cooler openings and what is located in the surrounding area of the cooler.

- *If customers have specific questions about installation, are they able to contact Styleline?*

Absolutely, we welcome your customers call and can invite you to conference call such that the Webstaurant agent hears our discussions. Our toll free number is **800.237.3940**. Our inside sales associates are available Monday through Friday, 7:30am to 5:30pm EST/EDT  
Customer Service Dept: PH#800-237-3940

- *How do you determine what model should be ordered?*

See the attached 11-Questions (on page 4). Generally we wish to understand the environment the cooler is being placed – cooler/freezer temperatures, store environment and humidity levels in the store. With these basic answers, we can recommend the proper products for those operating parameters.

When it comes to door sizes, we find our customers like the tallest door, our 30x80 doors. We welcome the Webstaurant agents’ call to discuss further.

- *What are your standard door sizes?*

There is no standard size however our most popular sizes are 30 x 72 and 30 x 80. Refer to our website for all options, features and benefits, [www.styleline.com](http://www.styleline.com)

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- *What is your industry standard model? What does that include?*

There is no one industry standard. Our customers purchase based on their focus requirements – Food Service, Convenience Store, Supermarkets, etc. Tell your Webstaurant agent what your initiatives are and they will help you make the proper product decisions.

All Catalog Door Products include standard handle, LED lighting (5 year warranty), 5 shelves, posts, price tag molding. You can add options such as locks, full length handles and heated glass for those very cold applications. See Styleline's website for all product literature – [www.styleline.com](http://www.styleline.com)

- *Other than Standard catalog items...Do you offer (build) custom products?*

Absolutely, we make every effort to provide our customers with the products to fit their applications. Simply provide your Webstaurant agent with drawings, details, environment and a contact telephone number and/or email address. A Styleline sales agent will contact you with any questions and pricing will be provided back through your Webstaurant agent.

- *What is Commercial Refrigerator Door Company website?*

See our website at [www.styleline.com](http://www.styleline.com) You can download any and all of Styleline's product literature.

- *How do you determine how many doors can fit into a net cooler opening?*

On Styleline's website, [www.styleline.com](http://www.styleline.com) you will find under the "Literature" tab their Net Cooler Opening (NCO) chart. Locate your cooler opening and determine the width and height preference for your store application.

- *What is Styleline's warranty on products?*

Styleline has a very comprehensive warranty and can be located on Styleline's website, [www.styleline.com](http://www.styleline.com) under the "Literature" tab.

Styleline offers the longest glass warranty in its industry, 20 years for condensation between panes for all non-heated glass and 10-years for heated glass.

- *What is your standard Lighting?*

LED lighting is included with all systems. Our LEDs are 4000k Lumens and come with a 5 year product warranty.

- *What are your shelving options?*

Our standard depth shelving is 27". We offer 36", 43" and by special order 60" shelving. See our product literature at [www.styleline.com](http://www.styleline.com) under the "Literature" tab.

➤ *What are your window sizes?*

Our windows are order specific – to ensure we MEET your needs, not Styleline’s. Provide your Webstaurant agent your cooler openings and let us design the most viewing area in the industry.

We can produce a single window up to 32 square feet.

Our window glass does not require heat, guaranteed for 20 years and are the finest in the industry.

➤ *Who do I call if I need replacement parts? What is needed (Model/Serial number off frame)?*

Call Styleline’s Customer Service Team, 800.237.3940. Locate your product serial number located in the upper left corner of the door frame, foremost LEFT door, hinge side.

From the serial number, Styleline will be able to match any parts or replacement components accurately and the first time.

➤ *Can I order parts direct or who do you recommend in my area?*

You will order through your Webstaurant agent as you did your initial order. There is no time lost and ensures your agent is following the order on your behalf.

➤ *What is lead time –when placing an order? What if I need sooner?*

Styleline’s standard lead time for catalog orders is 4 weeks from receipt of the purchase order to shipping. The transit time varies base on geography and winter weather.

If you require something quicker, let your Webstaurant agent work on your behalf.

➤ *Are you doors reversible onsite? / change hinging from left to right?*

Styleline’s Hybridoor product is field reversible. For 40 years, Styleline has found reversibility not to be an issue, especially when thorough review of plans and specifications are undertaken on the front side.

➤ *What finishes do you offer?*

Styleline offers both black and silver, polished and satin finishes in smooth and serrated styling. Refer to Styleline’s website, [www.styleline.com](http://www.styleline.com) under the “Literature” tab for full finish description.

➤ *Do you offer continuous line ups. (Flangeless)?*

Styleline’s standard frame line-up is FLANGED. Continuous or Flangeless frame configurations are available and at no added costs. Refer to Styleline’s website, [www.styleline.com](http://www.styleline.com) under the “Literature” tab for the appropriate Net Cooler Opening (NCO) Chart.

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➤ *What Sales Rep is in my area?*

Visit Styleline's website, [www.styleline.com](http://www.styleline.com) under the tab "Find a Representative". Hover over the state you wish and left click your mouse.

➤ *Do you have amp draws? System summary information?*

Yes, provide your Webstaurant agent the door line-up configuration. Your agent will contact Styleline's sales team and provide you a printed report.

➤ *Do your doors meet current regulation?*

Yes, Styleline's catalog products comply with EISA 2007/2009 standards.

➤ *Is your shelving interchangeable with competitor's shelving?*

No, nor is other manufacturers' shelving compatible with Styleline's